

# Good Neighbour Plan

<Name of Organization>

<# of units> unit <apartment building / townhouses / permanent supportive housing>

If applicable identify # of affordable units and # of market units and # of non-residential units at <municipal address>

The <organization> wishes to submit a Good Neighbour Plan to the City of Edmonton Housing and Homelessness Section.

<name of organization> - What we do, and who we are:

*include:*

- Mandate
- Number of years operating in community .
- Mission statement, if applicable
- How many units currently own / operate
- Other projects currently underway
- Number of people you house - families? Singles? Couples?
- Community and financially responsible re existing housing units?
- Discuss housing managers / tenant support team / proficiency in property management and human service skills.
- Company / organization located in Edmonton? Are you available to respond to concerns / issues re your properties?

**What kind of development is being proposed, and who will be housed in the Development at <municipal address>**

*include:*

- The building will be a # of units / # of storeys
- comprised of # bachelor units, # one bedroom units, # two bedroom units, etc., accessible?
- Commercial spaces ?
- Amenity spaces?
- Supports?
- Partner collaborations?
- Demographic, i.e., homeless / low income / seniors / families
- benefit(s) to local area

- Live-in support worker(s)?
- Independent living / level of care / supports
- on a parcel zoned <zoning> - is a zoning amendment needed?
- Site previously zoned as / used for . . .
- Energy features
- Cosmetic / aesthetic features

**Who to contact**

Concerns and issues can be directly forwarded to:

I.e., Executive Director of <organization> at <phone numbers> and / or location

**Complaint resolution process**

- I.e., <position in organization> will respond by phone to the concern within 24 hours. If the response requires written correspondence, then 48 hours for response is acceptable.
- Is there a 24 hour emergency response number? Is there a staff member on site ? at office? to take complainant’s calls during office hours.
- If the E.D. is not available or away from the office, who is the the E.D. back up? to respond to complainants
- Concerns can be communicated via phone, email, or in person?
- who at organization Right at Home staff and if necessary Board members will be expected to engage in the resolution process? participate in meetings with concerned individuals? Is mediation / dispute resolution available?
- If problems persist, who will be involved - funding partners? EPS? Support agencies?
- Complaints and details of any resolution process will be kept on file at the <organization office>
- The E.D. will report community concerns to the Board of Directors at regularly scheduled meetings, unless a special meeting is warranted.

Signatures:

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2019

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<name>

<position> Executive Director / President or Owner  
<organization>